ACAS SELECTS NEW NET TECHNOLOGIES (NNT) FOR COMPREHENSIVE END TO END IT SERVICE DELIVERY MANAGEMENT SOLUTION

Acas, the UK’s leading Employment Advisory Council, has adopted the NNT Operation Centre™ Suite to provide a complete IT Performance, Security, Change, Configuration and Compliance Management solution for the entire IT infrastructure.

“The solution from NNT provides us with an affordable solution that covers all of our IT Infrastructure Management needs” said Brian Grundy, Capacity Manager at Acas. He went on to say - “To deliver what NNT provides using some vendors we looked at would have run into hundreds of thousands of pounds. The NNT Solution is fully provisioned at a fraction of the price we were quoted.

NNT combines the provision of software with the NNT Service Assurance™ program. This provides a pro-active support option with an ITIL qualified consultant on site once a quarter to make sure all management systems are properly configured and that the customer is running the most appropriate versions for their requirements. All work carried out is fully documented and a complete knowledge base provided including up to date manuals, training notes and process descriptions.

“What makes the solution ideal for us” said Jean Harvie - Head of ICT Services at Acas “is that it’s very affordable and provides all the disciplines we require to effectively and efficiently manage our entire infrastructure. This combined with the Service Assurance program means we are able to spread the cost over 3 years and NNT underwrites our ability to ensure we get full use and value from our investment.”

NNT Operations Centre™ provides everything needed to manage and deliver consistently good IT Service Delivery. The package provides a web dashboard, giving ‘at a glance’ network health, and ensuring the entire IT enterprise is compliant with defined internal and external policy.

Service Assurance™ bridges any potential skills gap by ensuring skilled resource is regularly available on-site to ensure Operations Centre™ is always delivering maximum value to the organisation. Service Assurance™ gives your organisation skilled and experienced Service Delivery Management resource to complement your in house team, guarantees your infrastructure will always be maintained to a healthy and effective state.

CONTACT US ON 08456 585 005 AND ASK FOR THE SERVICE ASSURANCE TEAM
www.newnettechnologies.com

KEY FACTS - SERVICE ASSURANCE™

- Acas stands for Advisory, Conciliation and Arbitration Service
- Acas provide information, advice, training and a range of services working with employers and employees to prevent or resolve problems and improve performance
- Predominantly funded by the Department for Business, Enterprise and Regulatory Reform (BERR), Acas is a non-departmental body, governed by an independent Council
- Acas has become a household name, being linked in the media with high-profile delegations, including the National Coal Board and the National Union of Miners during the miners’ strike of 1984
- NNT have implemented a comprehensive network fault and performance management solution
- Solution covers entire WAN and LAN management, provided as part of a Service Assurance™ package, delivering regular consultancy services to ensure the solution is always up to date and optimised

About NNT

NNT build the world’s best solutions for security and compliance auditing, tracking and managing change, protecting users, maintaining system performance and ensuring availability across the entire enterprise. Understanding and managing the day to day changes within your environment is critical to establishing and maintaining reliable service. NNT solutions are affordable and easy to use.

NNT help you establish and maintain a ‘known and compliant’ state for your IT systems. Including: PC, Network, Software, Host Machine and Database.